

ATTACHMENT 1: INSTRUCTIONS TO CENTERS FOR ADMINISTRATION OF THE STUDENT SATISFACTION SURVEY

To the maximum extent possible, the Student Satisfaction Survey should be given to all students (including new students and students choosing the Spanish translated version of the survey) on center at the same time. This is so students will be clear about when they need to take the survey, and the center staff will be able to help students go to their survey locations. If all students on the center take the survey at the same time, it will be less likely that a student will miss the survey or take the survey more than once.

Students who are not on center at the designated survey time should be scheduled for a make-up survey to ensure input is obtained from all students. The make-up survey administration should follow the same procedures as the regular survey administration.

Please administer the survey in a classroom setting (academic classrooms and vocational areas) during the regular program day. A classroom setting provides an environment that is more likely to give students some privacy to answer the survey. In addition, classrooms and vocational areas are more likely to have desks or tables available for students to use when filling out the survey. Desks and tables provide a hard surface for students to write on so that they can fill in the survey circles completely without making holes in the survey.

Teachers and vocational instructors will act as staff monitors for the survey in their respective classrooms or vocational areas and should be provided with an attendance list of students who are scheduled to take the survey. Please have student proctors use the attendance list to check off the names of students as they complete the survey and to add any names of students completing the survey who are not on the list. **It is important that the attendance list is not sealed in the envelope with the completed surveys so that it can be used later to compile a list of students for the make-up surveys.**

One staff member should be designated as the person to whom the student proctors will return sealed collection envelopes. This person should be the only staff member to handle collection envelopes and should be responsible for sending all collection envelopes and unused surveys to the Job Corps Data Center for processing.

Teachers and vocational instructors in each class should select one respected and trustworthy student to serve as the student proctor for the administration of the survey. Students selected as student proctors should be confident about reading a short script in front of the class and answering other students' questions. In classes where students have difficulty reading the survey, the student proctor may read the survey questions to them using the exact wording as it appears on the survey.

Teachers and vocational instructors who will monitor the survey should be given the "staff monitor" scripts and instructions to read in advance of administering the survey. Similarly, students who will serve as "student proctors" should be given their scripts and instructions in advance of the survey. Staff monitors should review the procedures and script with the student proctor and answer any questions. In addition, please conduct a training meeting with all student proctors and staff monitors to go over the survey, scripts, and instructions prior to the survey administration. The training meeting should emphasize the importance of following the scripts and protocol carefully and give students an opportunity to practice their scripts. These measures will help ensure that everyone responsible for the survey administration clearly understands the survey protocol and their roles and responsibilities.

ATTACHMENT 2: INSTRUCTIONS FOR THE STAFF MONITOR

Before the Survey:

- Please take time to review your script before you read it to the class.
- Please review the student proctor instructions and script with the student you select to be the student proctor, to be certain that he/she fully understands his/her role and responsibility.

During the Survey:

- Announce the start of the survey and read the **STAFF MONITOR'S SCRIPT** exactly as it is written to the students.
- Please give the survey forms, a collection envelope, pencils and the written instructions to the student proctor.
- After reading your script and giving the survey forms to the student proctor, **please leave the room.** This will allow students to feel more comfortable about answering the survey truthfully. Please stand outside the door of the survey room and enter only if the students become loud or unruly. In that case, please enter the room, re-establish order and leave again until the survey administration is completed.

Thank you very much for your help!

ATTACHMENT 3: STAFF MONITOR'S SCRIPT

Staff Monitor Instructions: Please read the following script. When reading the script, substitute the name of your student proctor for (STUDENT'S NAME).

Today we are doing the Student Satisfaction Survey for the National Job Corps program. The survey is being given at all Job Corps centers across the country. This survey helps Job Corps understand how satisfied you are with your experiences in Job Corps.

Your opinions are very important. This is your chance to give your opinions about your experiences here. In a minute, I am going to leave the room and (STUDENT'S NAME) will read some instructions and hand out the survey. No staff members at the center will see your completed survey. After you finish the survey, all the survey forms will be sealed in an envelope and sent to the Job Corps Data Center to be processed.

If you have questions, you may ask (STUDENT'S NAME) to help you. Please take the survey seriously and remain quiet until all students have finished the survey. Any disruptions will prompt me to come back into the room. Otherwise, I will not come back in until all surveys are completed, collected, and sealed in the envelope.

(STUDENT'S NAME) will now read the survey instructions.

STAFF MONITOR LEAVES THE ROOM

ATTACHMENT 4: INSTRUCTIONS FOR THE STUDENT PROCTOR

Before the Survey:

Please take time to read your script over before the survey. If you have any questions about the survey, the script, or what to do during the survey, please ask the staff monitor.

During the Survey:

- 1) After the staff monitor reads his/her instructions and leaves the room, you will read the **STUDENT PROCTOR'S SCRIPT** out loud to the students and then hand out the survey forms and pencils.
- 2) Please monitor the room while students are completing the survey and answer any questions that students may have about the survey.
- 3) If a student has trouble reading a question, you may read the question out loud to the student **exactly** as it is written in the survey.
- 4) Keep the room quiet. If students become noisy during the survey, call the staff monitor.
- 5) Be sure to fill out your own survey while the other students are filling out theirs.
- 6) Have the students hand you their survey and then put their finished survey into the envelope.
- 7) Check off the name of each student from the list of students (attendance list) as they turn in their survey. If a student's name is not on the list, print their name on the list. **DO NOT PUT THE ATTENDANCE LIST IN THE SEALED ENVELOPE**. Return the attendance list to the staff monitor with the sealed envelope of completed surveys. In addition, any extra blank surveys should be returned outside of the sealed envelope to the staff monitor.
- 8) When all surveys are collected, place the completed surveys into the envelope. Seal the envelope and place the sticker over the seal and sign your name on it. Do this in front of the students before the staff monitor returns to the room.

Thank you very much for your help!

**ATTACHMENT 5:
STUDENT PROCTOR'S SCRIPT**

Student Proctor's Instructions: After the staff monitor leaves the room, **read the entire script out loud** to the students. Words that are printed IN ALL CAPS are instructions for you. Do not read those words to the class. After reading the script, hand out the surveys and pencils.

I am going to hand out the surveys in a minute. First, I am going to tell you some things about the survey. You can answer the survey truthfully without worrying that anyone on the center will see your answers. Please do not put your name on the survey.

If you do not understand a question, you can ask me for help. The survey asks about your experiences here in the last month, so make sure you think of your answers just during the last month. On the survey there is an answer called, "Don't know" or "Does not apply." (HOLD UP A SURVEY FORM AND POINT TO THE "DON'T KNOW" ANSWER COLUMN.) It is okay to mark this answer if a question does not apply to you or you do not know the answer. For example, you would mark the "don't know/does not apply" answer to a question about a vocational trade if you have not been in a trade yet. On the second page of the survey, there are some questions about how often certain things happened on the center during the last month. (HOLD UP A SURVEY AND POINT TO THE MIDDLE SECTION OF THE SECOND PAGE.) If you think that those things did not happen in the last month or have never happened, fill in the circle under "Never or Not in the last month," which is the first column.

Please read the instructions at the top of the survey before you begin. Use the pencil I give you and fill in the circles completely. Mark one answer for each question. When you are done, bring your survey to me and I will put it in this envelope. (HOLD UP THE COLLECTION ENVELOPE.) After all surveys are collected, I will seal the envelope and it will not be opened by anyone on the center.